

AMENDMENTS TO THE CLAIMS

1. – 30. (cancel)

31. (Currently Amended) A communications management apparatus for processing communication events, comprising a networked computing means on which is provided:

a translation agent with access to usage data of a plurality of communications resources;

a database accessible to the translation agent and including data in a system-specific format to assist the translation agent to convert this to a common format; and

a processing agent, wherein

said translation agent is arranged to consolidate the usage data of said plurality of communications resources by consulting said database and converting system-specific data to data having said common format; and

an unassigned data management mechanism to allow unidentified communication events not known to said database to be identified by performing the steps of:

looking for communication events with an address that cannot be identified by said database and is therefore an unidentified address;

counting the number of times each unidentified address is seen; and

marking an unidentified address for identification if said count exceeds a pre-defined threshold

~~said processing agent is arranged to identify unknown addresses present in the usage data but not contained in the database so as to mark unidentified addresses for identification.~~

32. (Previously Presented) A communications management apparatus according to claim 31, wherein the processing agent causes a message to be sent where such an unknown address is detected a number of times above a pre-set threshold.

33. (Previously Presented) Apparatus according to claim 32, wherein said threshold is defined as a pre-set number of occurrences within a pre-set time interval.

34. (Previously Presented) Apparatus according to claim 32, wherein said message is sent to an address local to the networked computing means and associated with the communications event in which the unknown address was detected.

35. (Previously Presented) Apparatus according to claim 34, wherein said local address is one included in the communications event.

36. (Previously Presented) Apparatus according to claim 35, wherein said local address is one correlated with the local address included in the communications event but associated with a different communications channel.

37. (Previously Presented) Apparatus according to claim 32, wherein said message is sent via email.

38. (Previously Presented) Apparatus according to claim 37, wherein said email message includes a link to a web page adapted to accept identifying information for the unknown address and to update the database accordingly.

39. (Currently amended) A method of managing communications by determining costs associated with the use of communications resources, comprising the steps of:
accessing usage data from a plurality of communications resources;
consolidating said usage data from system-specific formats to a common format;
costing communication events that have a recorded duration;
maintaining a database of communications addresses to identify known addresses;
and

identifying unknown addresses present in the usage data but not contained in the database so as to mark unidentified addresses for identification by looking for communication events with an address that cannot be identified by said database and is therefore an unidentified address; counting the number of times each unidentified address is seen; and marking an unidentified address for identification if said count exceeds a pre-defined threshold.

40. (Previously Presented) A method according to claim 39, wherein a message is sent when an unknown address is detected as occurring a number of times above a pre-set threshold.

41. (Previously Presented) A method according to claim 40, wherein said threshold is defined as a pre-set number of occurrences within a pre-set time interval.

42. (Previously Presented) A method according to claim 40, wherein said message is sent to an address local to the networked computing environment and associated with the communications event in which the unknown address was detected.

43. (Previously Presented) A method according to claim 42, wherein said local address is one included in the communications event.

44. (Previously Presented) A method according to claim 42, wherein said local address is one correlated with the local address included in the communications event but associated with a different communications channel.

45. (Previously Presented) A method according to claim 40, wherein said message is sent by email.

46. (Previously Presented) A method according to claim 45, wherein said email message includes a link to a web page adapted to accept identifying information for the unknown address and to update the database accordingly.

47. – 49. (cancel)

50. (Previously Presented) A communications management apparatus, comprising a networked computing means on which is provided:

a translation agent with access to usage data of a plurality of communications resources;

a database accessible to the translation agent and including data in a system-specific format to assist the translation agent to convert this to a common format; and

a processing agent, wherein

said translation agent is arranged to consolidate the usage data of said plurality of communications resources by consulting said database and converting system-specific data to data having said common format; and

an unassigned data management mechanism to allow unidentified communication events not known to said database to be identified by performing the steps of:

looking for communication events with an address that cannot be identified by said database and is therefore an unidentified address;

counting the number of times each unidentified address is seen; and

marking an unidentified address for identification if said count exceeds a pre-defined threshold

~~said processing agent is arranged to infer a duration for a communication event that does not have a recorded duration so as to calculate costs for communications events.~~